

**State Contracted Travel Agency  
Navigant International  
Evaluation Form**

The goal of Navigant International is to provide you with high quality service. Your evaluation of our performance is very important in helping us to achieve our objective. If you would like to speak with someone directly regarding any comments or concerns, you may call:

Jimmie Sanders or Ellie Gottschalk at 225/342-6322 or email: [jsander@doa.state.la.us](mailto:jsander@doa.state.la.us)

Travel Agent's Name: \_\_\_\_\_

- |  |     |    |
|--|-----|----|
| 1. The agent was knowledgeable and professional.   | Yes | No |
| 2. I received a timely response to my requests.  | Yes | No |
| 3. Reservations were accurate and complete.  | Yes | No |
| 4. I feel I received the best value for air, car and hotel reservations.                     | Yes | No |
| 5. Trip documents were prepared well and delivered in a timely manner.                       | Yes | No |
| 6. Overall, I am satisfied with the level of service provided by the Navigant Travel Center. | Yes | No |

Overall Rating:

\_\_\_\_\_1      \_\_\_\_\_2      \_\_\_\_\_4      \_\_\_\_\_5      \_\_\_\_\_6  
Excellent      Above Average      Satisfactory      Needs Improvement      Unsatisfactory

Comments:

Traveler's Name: \_\_\_\_\_

Travel Arranger's Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

\*Traveler's Email: \_\_\_\_\_

Location/Department: \_\_\_\_\_

Date of Departure: \_\_\_\_\_

**\*Required Field**